

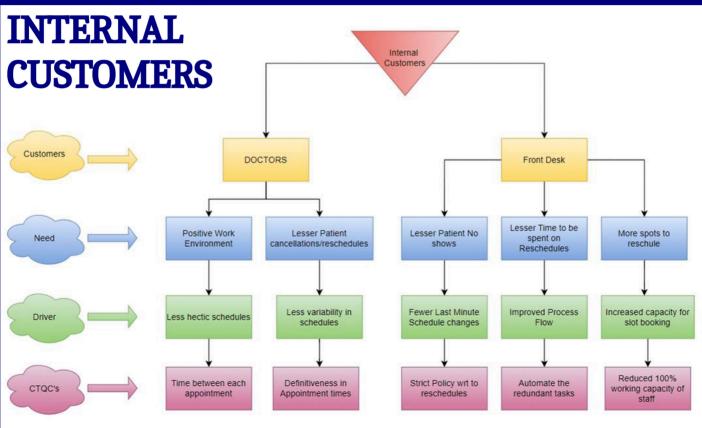
PROBLEM STATEMENT

Upstate's Cardiology unit at 90 Presidential Plaza reports over 3080 re-schedules between Dec 2023 and Mar 2024 accounting for 53.4% of total appointments scheduled.

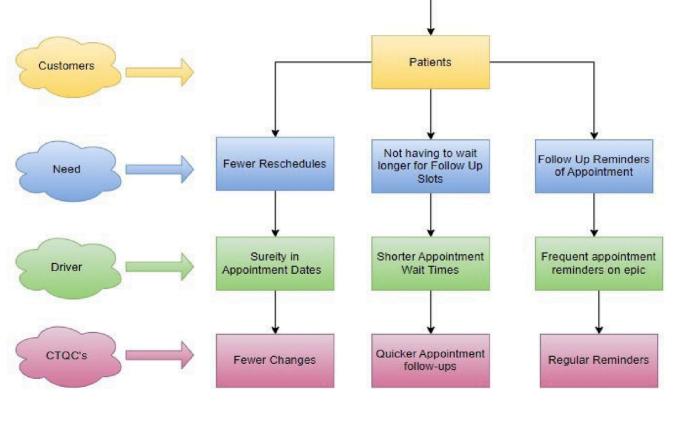
GOAL

The goal of the project is to reduce the rate of re-schedules by 60% i.e., from 1500 to 600 per month. This also includes reducing the amount of time and resources that is spent on re-scheduling in a time frame of 4 months.

MEETING KEY CUSTOMER NEEDS



EXTERNAL CUSTOMERS



HIDDEN TRENDS: Factors Driving Rescheduling



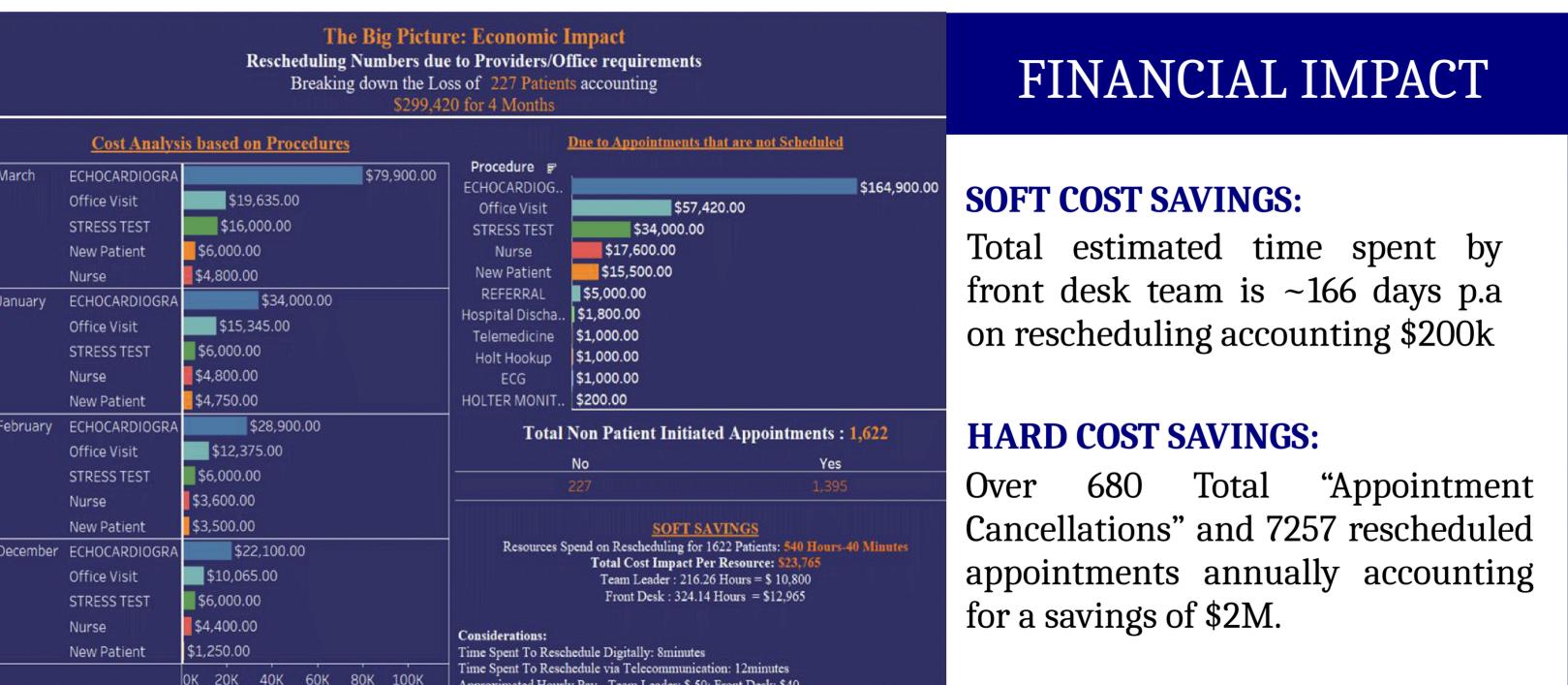
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RE-SCHEDULING REASONS UNCOVERED

1. Patients are the main cause behind re-schedules.
2. Re-schedules due to providers are mostly due to professional reasons.
3. Patients tend to cancel procedures that last for 60 minutes or more.
4. Mid-week is observed to have most number of re-schedules.
5. Maximum number of re-schedules are observed between 1 PM to 2 PM.

FINANCIAL IMPACT



BENEFIT EFFORT MATRIX

